NIH Help Desk Quarterly Summary Report
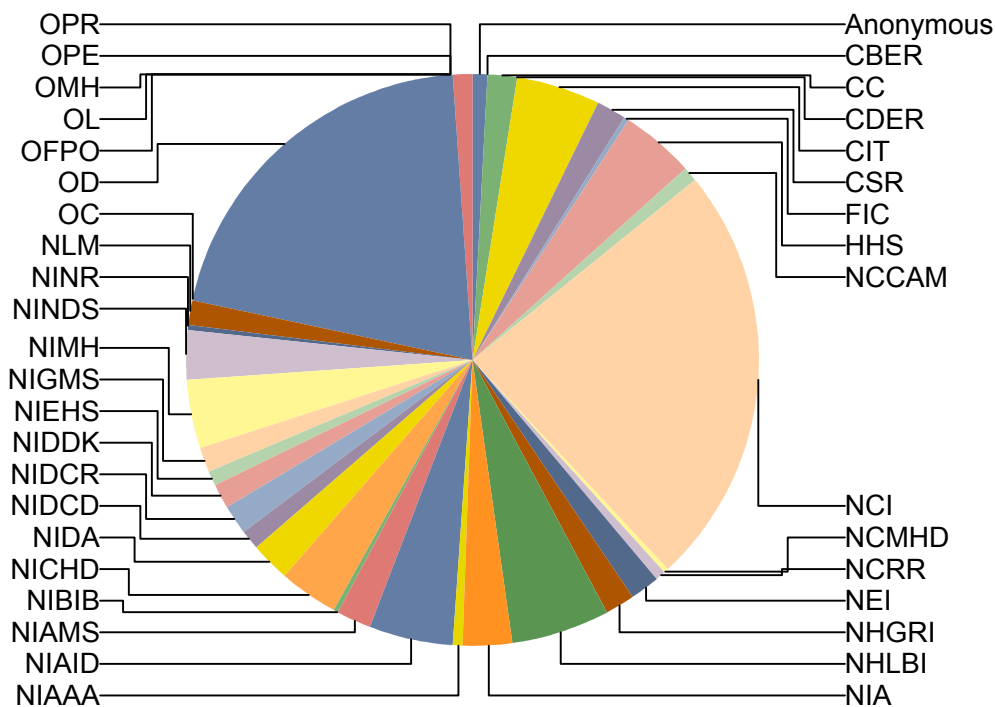### For the Period 07/01/2005 to 09/30/2005
Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.   **Snapshot Date: 10/3/2005**
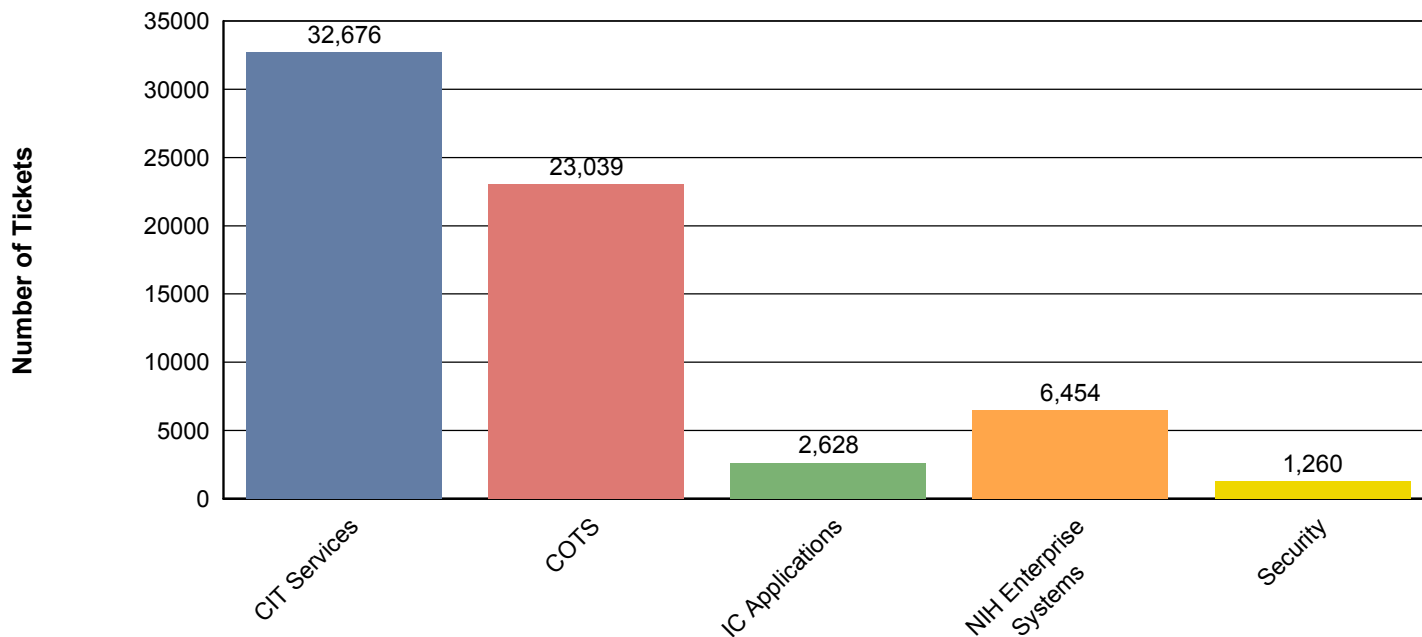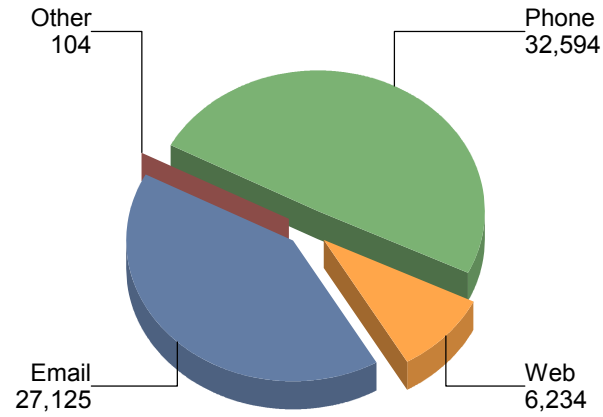
Total Tickets: 66,057

Tickets by IC

Anonymous	0.8%
CBER	0.0%
CC	1.6%
CDER	0.0%
CIT	4.8%
CSR	1.5%
FIC	0.4%
HHS	4.1%
NCCAM	0.8%
NCI	24.1%
NCMHD	0.2%
NCRR	0.4%
NEI	1.7%
NHGRI	1.9%
NHLBI	5.4%
NIA	2.8%
NIAAA	0.6%
NIAID	4.6%
NIAMS	2.0%
NIBIB	0.2%
NICHD	3.5%
NIDA	2.3%
NIDCD	1.1%
NIDCR	1.6%
NIDDK	1.4%
NIEHS	0.7%
NIGMS	1.4%
NIMH	4.0%
NINDS	2.8%
NINR	0.3%
NLM	1.4%
OC	0.0%
OD	20.3%
OFPO	0.0%
OL	0.0%
OMH	0.0%
OPE	0.0%
OPR	0.0%
ORHP	0.0%
OTHER	1.2%
SS	0.0%
Total:	100.0%

Category Summary

Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

Ticket Sources

Total Tickets: 66,057

Other
104

Phone
32,594

Email
27,125

Web
6,234

Email	41.1%	
Other	0.2%	
Phone	49.3%	
Web	9.4%	
Total:	100.0%	

Tickets Closed

Total Tickets Closed: 62,853
*NOTE - includes closed no response

Other (ICs)
40147

NIH Help Desk
20636

CIT
2070

CIT	2070	3.3%
NIH Help Desk	20636	32.8%
Other (ICs)	40147	63.9%
Total:	62853	100.0%

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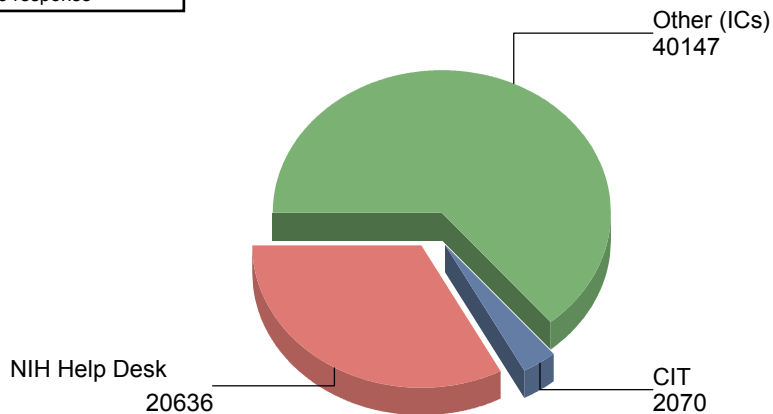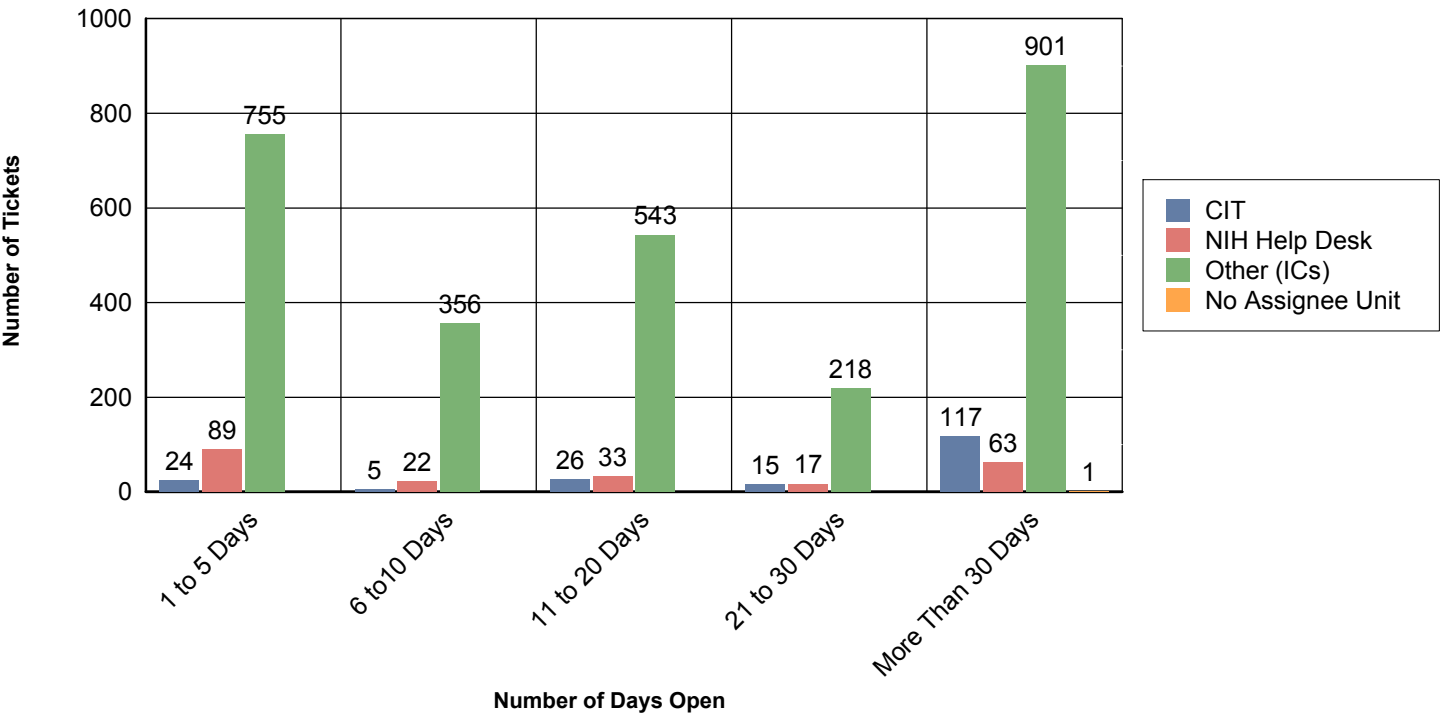
Total Tickets Unresolved: 3,185
NOTE: - Includes Pending

Tickets Unresolved

Tickets assigned to the NIH Help Desk, other CIT divisions, and Other (ICs). These tickets were **Opened** within the selected period and are still **Open** as of the Snapshot Date.

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.   Snapshot Date: 10/3/2005

Detailed Breakdown Of Category Summary

Category		
CC Clinical Applications		258
CC Clinical Applications	258	
CC Technical Operations		120
CC Technical Operations	120	
CIT Services		32,675
Accounts	10,188	
Back Office Support	4,415	
CIT Categories	1,813	
CIT Categories Aspect	15	
CIT Categories Remedy	242	
Connectivity	1,443	
DCS 7x24	34	
Email	7,554	
General Information	2,232	
Helix Support	57	
iSDP/Software Distribution	102	
NECS	29	
NIHnet	647	
OS/390	205	
Project Work	17	
Telecommunications	905	
Training	409	
Unix Support	2	
Video	116	
Wireless Services	2,250	
COTS		23,039
Application Support	8,136	
Hardware	14,903	
IC Applications		2,240
E-Grants	91	
Local LAN	1,006	
OIT Categories	582	
Web Site Issue (non-CIT)	561	
NIAID		1
NIAID	1	
NIAMS		9
NIAMS	9	
NIH Enterprise Systems		6,454
ADB	1,529	
EHRP Change Management	6	
EHRP Func App Suppt	34	
EHRP Interface	4	
EHRP Non-App Specific	3	
EHRP Reporting	14	
EHRP Security	430	
EHRP Technical	39	
EHRP User Error	5	
EHRP Workflow/Worklist	19	
eRA-COMMONS	37	
eRA-IMPAC II	394	
eRA-Software BA	59	
NBRSS-NBS	1	
NBS Break/Fix	3	
NBS Enhancement	1	

NIH Enterprise Systems		**6,454**
NBS Int. Des/Dev	6	
NBS-User Call	2,375	
NED	449	
NIDB Ann/Reports	4	
NIH Data Warehouse	280	
NIH Services	691	
NVision	71	
Pubs		**1**
Pubs	1	
Security		**1,260**
Anti Virus SW	129	
Security	1,131	

Grand Total: 66,057